

Information Systems Support Group Supervisor (ITS6)

\$5,535 - \$7,258 monthly (Range 70) with a comprehensive benefits package!

Agency Information

The Department of Corrections is seeking a highly motivated and qualified individual for an Information Systems Support Group Supervisor (ITS6) position, located at the Department of Corrections Headquarters, in Tumwater, Washington.

APPLICATION PROCESS:

IN ORDER TO BE CONSIDERED FOR THIS POSITION, WHEN APPLYING, YOU MUST INCLUDE A LETTER OF INTEREST EXPLAINING IN DETAIL HOW YOU MEET THE REQUIRES QUALIFICAITON AND DESIRED QUALIFICATION OF THIS POSITION AS OUTLINED IN THIS RECRUITMENT.

Agency Profile:

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

Agency Mission: To Improve Public Safety.

DOC offers:

- Hundreds of rewarding and exciting careers.
- Flexible schedules.
- Comprehensive compensation packages.
- Training and development opportunities.
- The fulfillment of public service.

The Department consists of the Office of the Secretary, Prisons Division, Community Corrections Division, Government, Community Relations & Regulatory Compliance Division, Administrative Services Division, Offender Treatment & Re-Entry Programs Division, and Health Services Department. The Department employs over 9,000 staff and has a biennial budget of approximately \$1.8 billion.

For additional information about the Department of Corrections, please visit www.doc.wa.gov.

Duties

Serve as the agency designated, in writing, highest level technical authority and senior consultant for leading a team of dedicated, technical professionals to manage the Departments Enterprise Server Hosting service for applications, databases and web services.

Responsible for the planning, solution development and coordination of the environments to host mission critical systems in a manner that provides reliable and stable access. Requires the application of both technical and management skills to ensure the operational integrity of the Departments core mission of improving public safety.

Ensure support for the day to day delivery of Hosted Enterprise Services in support of mission critical applications, database and web hosting. Create performance goals for team members and evaluate these goals on a regular basis. Work closely with other sections in the definition, implementation and deployment of new initiatives.

Manage and direct the Hosted Enterprise Services unit to provide a robust and stable database, application and web hosting system. Identify, test and implement new enterprise hosting services technologies as they become available. Develop and implement standard operating procedures for operating, managing and ensuring the security, integrity and confidentiality of the agency's data on the hosted enterprise servers. Responsible for enterprise hosted services design, configuration, implementation and maintenance.

Ensure processes are in place to initiate, track, manage and implement technology-dependent solutions. Facilitate the development and implementation of technologies to adhere to required service levels. Provide oversight for managing deployment of enterprise technology initiatives.

Provide technical assistance on the feasibility of new projects. Provide general assistance, advice, and constructive critiques to various IT staff and management regarding such matters as new or improved systems related to AD, Exchange and Recovery. Mentor, direct and check the work of team members. Update manager on escalated issues. Develop performance and baseline standards and thresholds for server maintenance to include system monitoring, trend analysis, and capacity planning. Develop system documentation and procedures documents for supported systems. Audit operational manuals for each system/service or subsystem according to Hosted Enterprise Services and IT standards for all systems supported. Ensure daily preventative maintenance operations occur for systems in area of responsibility.

Develop reports for capacity management and strategic planning purposes as directed by manager. Develop and maintain emergency operations documentation for incident and disaster recovery operations.

Qualifications

REQUIRED QUALIFICATIONS:

- Four (4) years experience managing a large enterprise installation of the Microsoft Windows Server Operating system in a Microsoft Active Directory environment. Experience must include design, installation, configuration, and administration.
- Ability to define short, mid and long-term goals. Ability to work independently and manage staff engaged in large projects. Excellent time management skills for handling multiple projects. Excellent organizational and follow-up skills.
- Analyze and solves complex problems related to assigned projects, while working in an #open concept# environment.
- Experience with wide range of server configuration parameters such as physical and virtual, as well as, application, web and database hosting.
- Ability to weigh options and foresee impacts/consequences of changes on entire systems.
- Must be able to operate a computer and type with high speed and accuracy.

Professional Standards

- Adapt easily to changing business needs, conditions, and work responsibilities.
- Accept personal responsibility for the quality and timeliness of work and able to achieve excellent results with little need for oversight.
- Clearly and effectively communicates with individuals and groups both external and internal to the organization.
- See opportunities for creative problem-solving while staying within the parameters of good practice; generates workable and useful solutions to difficult problems.
- Make timely decisions without sacrificing quality.
- Actively acquire new skills and competencies.
- Comply with the ASD Staff Competencies found in the IT Staff Expectations document, which includes: Safety Regulations, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, People Management, Managing for Results, Leadership, Communication, Relationship Building.
- Communication: Present ideas effectively, clearly and concisely in formal and informal situations. Listen well and asks good questions. Communicate well in writing. Keep supervisor and co-workers informed. Share complete and accurate information with others. Actively resolve conflicts and demonstrates effective conflict management skills.
- Relationship Building: Build and maintains effective network of contacts that are useful in achieving work-related goals. Build voluntary cooperation through credibility, expertise, influence and persuasion. Go out of your way to establish effective working relationships. Demonstrate an ability to build effective relationships and partnerships with a wide variety of individuals, both inside and outside the agency.

PREFERRED/DESIRED QUALIFICATIONS:

- Possess expert technical knowledge, and consulting skills with the configuration, design, and maintenance of Microsoft Server operating systems in a Microsoft Active Directory environment.
- Experience developing Enterprise Hosting Services for applications, databases and web in support of a large organization's mission.
- Four (4) years of information technology experience such as consulting, analyzing, designing, programming, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment, directing projects, providing customer or technical support in information technology; or administering or supervising staff who performed work in any of these information technology disciplines.
- A Bachelors degree or higher, from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA), including 9 semester or 15 quarter hours of computer science courses and five years of consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution experience, or analyzing, designing, or programming computer systems applications or databases.

Note: Consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution experience, or analyzing, designing, or programming computer systems applications or databases will substitute for education on the basis of one year of experience for two (2) years of education.

A Master's degree will substitute for one year of the required experience except for the specified Information Technology Systems Specialist 5 requirements.

OR

- One (1) year as an Information Technology Systems Specialist 5.

Special Notes

All DOC facilities are smoke and/or tobacco free.

You must also complete the entire Application Wizard, however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link located under the "Tips & Help" heading within www.careers.wa.gov.

Other Information

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit: <http://www.doc.wa.gov/jobs/benefitssummary.asp>.

The Core Competencies for all Department of Corrections' employees include: Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, email clvanderhule@doc1.wa.gov.

How to Apply

For job seekers who are not permanent state of Washington employees:

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00020586 * and click on Start Search.
5. Click on the link Information Systems Support Group Supervisor (ITS6), Tumwater, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter** tab.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the **External Job Seeker Start Page**. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

Help is available

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail Information@dop.wa.gov.